



Job Title	Small Business Development Administrator	FLSA Status	Exempt
Band	MGR	Probationary Period	At-Will
Zone	3	Job Code	17244

Class Specification – Small Business Development Administrator

Summary Statement:	
<p>Under the direction of the City of Colorado Springs’ Office of Economic Development, the Small Business Development Administrator will be the City’s first point of contact for new and existing small businesses and startups companies. This position will be responsible for supporting business enterprises across agencies, and implementing strategy to assist small businesses. Coordinate with community partners including the Small Business Development Center, Chamber & EDC, Downtown Partnership, colleges and universities, incubator and accelerator programs, and startups to develop partnerships to gain understanding and support small and startup businesses needs throughout the city.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Serve as the liaison and navigator to Colorado Springs’ small business and start-up community to provide support and outreach to business across the City of Colorado Springs. In collaboration with the Economic Development Project Manager meet with local entrepreneurs, small businesses, and start-up companies to understand their problems and timely assist with their needs. Foster and maintain lasting relationships with small businesses and start-up community. Connect with City officials to determine how solutions could be implemented and city processes could be simplified to promote the growth of start-ups and small businesses.
40%	Service customers by utilizing processes that address concerns, increase the speed of development, and assist businesses in resolving issues with the City and other agencies. Assist new and existing small business owners through regulations, licensing and permitting, and communication with city and county departments and agencies.
20%	Connect start-ups and small businesses with the appropriate business services and officials to help them manage and expand their operations. Facilitate the creation and retention of small business and start-up jobs. Create public-private partnerships to



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	foster a productive dialogue between business owners and city. Support the Economic Development Officer on special projects.
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Competencies Required:
Human Collaboration Skills: Communications are highly sophisticated and involve final decisions or recommendations regarding policy development and implementation. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:
Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.
Education: Bachelor's degree from an accredited college or university with major coursework in economics, planning, business administration, public administration, or a related field.



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Experience: Five years of full-time professional economic development or related experience including three years of supervisory experience.

Education and Experience Equivalency:
 One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
 Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:
 Work may require supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received:
 Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:
 This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands:



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Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: January 2019